



The City of Reno, as lead entity in a Cooperative Agreement with the City of Sparks and Washoe County, is requesting Letters of Interest (LOI) for long-term operation and management of the Community Assistance Center (CAC). The purpose of the request is to determine if there are non-profit agencies interested in and with the capacity to take over operation and management functions of the CAC.

Project Description: In October 2008, full operation of the CAC began. The CAC represents the culmination of decades of community discussion that resulted in the collocation of multiple new and expanded services for those experiencing or at-risk of homelessness. Operations at the CAC include:

- 158 bed men's shelter
- 50 bed women's shelter
- 22 unit family shelter
- 75 bed emergency overflow shelter
- Evening meal service for shelters
- Site security
- Tom Vetica Resource Center, including phones, computers, mail and referral services
- A day area
- Six (6) non-profit tenants providing mental health and substance abuse treatment, medical care, free clothing, child care subsidies and more

The Fiscal Year 2009-2010 CAC operating budget is approximately \$2.3 million, plus \$582,000 in case management and maintenance staff from the jurisdictions. The City of Reno will consider either a long-term lease or conveyance of the property to the non-profit upon transition of operations and management.

Objective: The jurisdictions seek to develop and execute a plan to successfully transition operation and management of the CAC from government to a qualified non-profit agency within 3-5 years. This transition would include the non-profit's assumption of the following responsibilities:

- Shelter operations
- All case management services
- Coordination of meal services
- Management of security services
- Operation of the Tom Vetica Resource Center
- Property Maintenance
- Property Management

Long-term the selected non-profit will be expected to partner with the jurisdictions in developing operating funds and managing the interface with the surrounding neighborhood. This will include ongoing community outreach and engagement, building consensus and partnerships to enhance the continuum of services available to those seeking assistance, developing alternative and/or supplemental funding, and providing regular reports to the elected bodies.

Letter of Interest: The LOI should address the following:

1. Why this project is of interest to your organization.
2. Describe your agency's organizational structure and staffing abilities, include an organization chart.
3. Previous experiencing serving homeless adults and families through shelter and re-housing and services to facilitate recovery.
4. Identification of any related licenses or certifications held by your organization including but not limited to: services for families and children, rehabilitation facilities, health services, mental health services, education, or corrections.
5. Experience with property management and tenant relations, especially with respect to commercial property management.
6. Experience with managing and administering federal grants, especially from the U.S. Department of Housing and Urban Development, for the implementation of programs.
7. Proposed process for implementing the transition to your agency, including:
 - a. Anticipated staffing needs
 - b. Recommended timeline for transition with milestones
 - c. Estimated annual budget through transition
8. Identification of need for future funding/support from jurisdictions and explanation.

Informational Meeting: An informational meeting will be held Friday, December 4 at the Resource Center Building, 335 Record Street, 2d floor, Reno, Nevada from 10 a.m. to noon for interested parties. The purpose of the meeting will be to answer questions and discuss:

- A. The purpose and scope of the project
- B. Project challenges
- C. Project goals

Interested parties should notice the City in advance at the e-mail address below of their anticipated attendance.

Requirements for Submitting an LOI: Letters of interest, including one original and 4 copies or a PDF via e-mail, must be received by 4:00 p.m. Wednesday, December 30. Submittals must be no more than 3 pages in length plus up to 3 pages for a timeline and budgets and should be double spaced in not less than 10 point font with 1 inch margins.

The LOI should provide a straightforward and concise description of your agency's interest in the project. Emphasis should be placed on completeness and clarity of content. Send LOI's to:

Jodi Royal-Goodwin
City of Reno
1 East 1st Street, 12th Floor
Reno, NV 89501
Royal-goodwinj@ci.reno.nv.us

This request for LOIs is solely to ascertain interest in the project from qualified non-profit agencies. The City will not be liable for any expenses incurred by the potential provider in connection with the preparation of a submittal. Responses will not be considered "confidential" or "proprietary". Responders may be contacted by the City to request additional information or to meet for further discussion.